



GlobalHealth

GlobalHealth
Holdings

GlobalLink
Training Manual



Version 4.1

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Overview

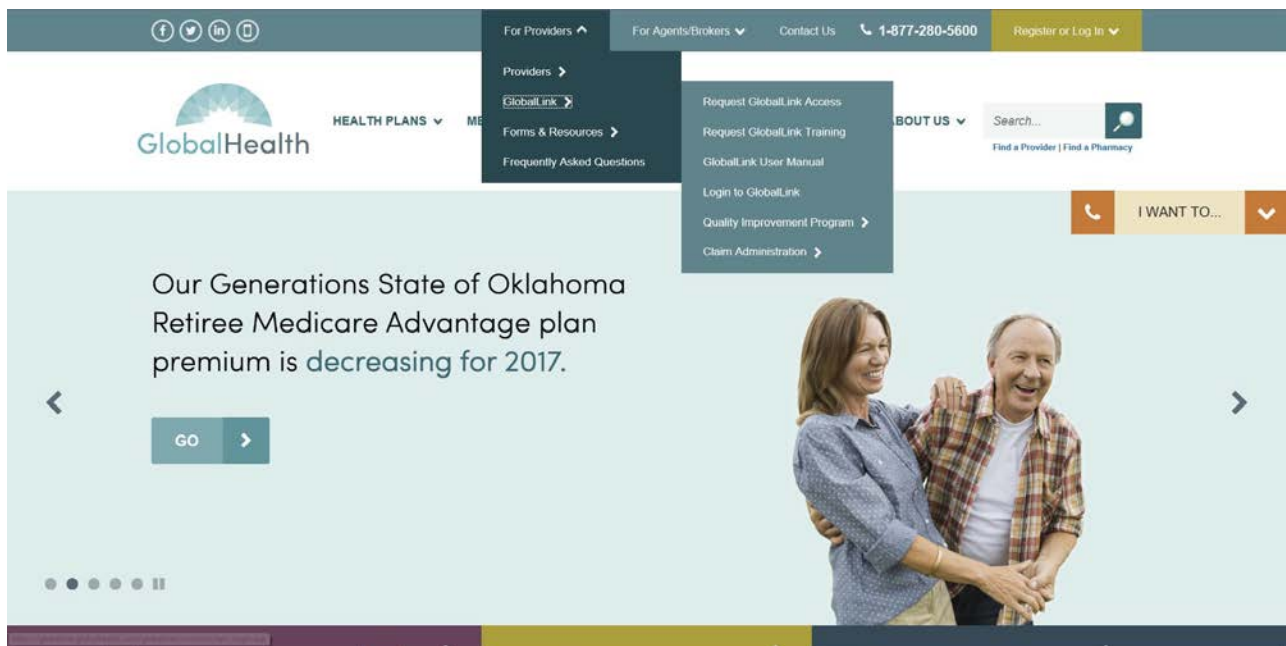
GlobalLink™ is an online tool available to all contracted Providers. GlobalLink™ is provided to allow Providers to:

- Verify eligibility
- Review Member Demographics
- View benefit information
- Create Referrals
- Check Preauthorization/ referral review status
- Check claim status
- Communicate with GlobalHealth

Accessing GlobalLink

GlobalLink may be accessed at <http://www.globalhealth.com> using any compatible PC and web browser.

To access GlobalLink, open a supported web browser and navigate to <http://www.globalhealth.com>. From the GlobalHealth home page, pictured below, select “For Providers”, “GlobalLink”



Access to GlobalLink requires a unique username and password. To request a GlobalLink user account, visit www.globalhealth.com/globalink.aspx, and submit the request through ‘Request a new GlobalLink Account’ tab.

Note that GlobalLink™ is only available to contracted providers. Please allow 7 business days to process your request.


[HEALTH PLANS](#)
[MEDICARE](#)
[PHARMACY & RX](#)
[HEALTHY LIVING TIPS](#)
[ABOUT US](#)
[Home](#) > [Providers](#) > GlobalLink Access Request

GLOBALLINK ACCESS REQUEST

GLOBALLINK ACCESS REQUEST

Please complete the form below to request access to GlobalLink™. Note that GlobalLink™ is only available to contracted providers. Please allow 7 business days to process your request.

To request multiple users, please submit a separate form for each user. Alternatively you may contact Provider Relations (globalink.access@globalhealth.com) to request a Bulk User Access Request Form.

Enter office locations, tax-IDs, and NPIs below. The first row is required. More rows are provided if your access request is for multiple offices / locations or tax IDs.

Office Location

Office / Location Name *

3-Digit Tax ID *

Organization NPIs *

Contact Information

What do you need access to for the provided office locations? *

- ☐ Claims
☐ Referrals

Enter the contact information for the user requesting access to GlobalLink.

First Name *

Last Name *

Contact Work Phone Number *

XXX-XXX-XXXX

Work Email Address *

Office Manager First Name *

Office Manager Last Name *

Office Manager Work Phone Number *

By checking this box, you acknowledge that a GlobalHealth representative may contact your office manager to validate the information provided. *

☐

Captcha

☐ I'm not a robot




Using your unique login credentials, enter your User ID and Password and click “Login.” If you experience any issues logging into GlobalLink, such as forgotten passwords, please email globallink.access@globalhealth.com



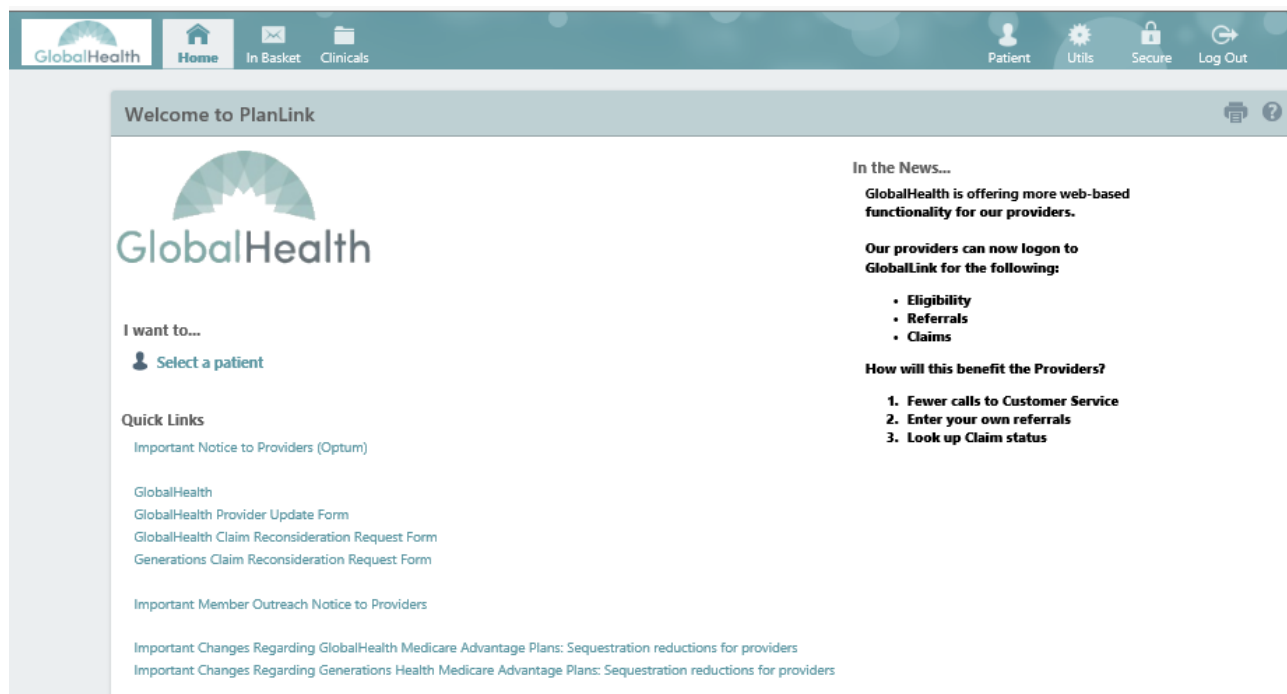
The image shows the GlobalLink login interface. At the top, there is a teal header bar with the GlobalHealth logo on the left and the Epic logo on the right. The main content area has a light blue background. On the left, there is a large, stylized sunburst logo above the text "GlobalHealth". On the right, there is a login form with two input fields: the first is for the User ID (with a person icon) and the second is for the Password (with a lock icon). Below these fields is a teal "Log In" button. Underneath the button are two links: "Forgot password?" and "Request New Account". At the bottom left, there is small text: "PlanLink™ Epic 2017 Release", "Licensed from Epic Systems Corporation, © 1997-2016 Epic Systems Corporation.", and "[Additional copyright and legal notices](#)".

Basic Navigation

Once logged into GlobalLink, most screens have a similar look and feel. The screenshot below depicts the GlobalLink home page, identifying and numbering a few standard navigation features in red. You may navigate most screens by clicking the tab bar. Additionally, the standard GlobalLink toolbar is available from most screens

within GlobalLink. At any time, you may click the  icon to view information about the activity in which you are working, or the  icon to print the page you are currently viewing.

Hyperlinks are generally highlighted in blue and allow you to drill into more detail.

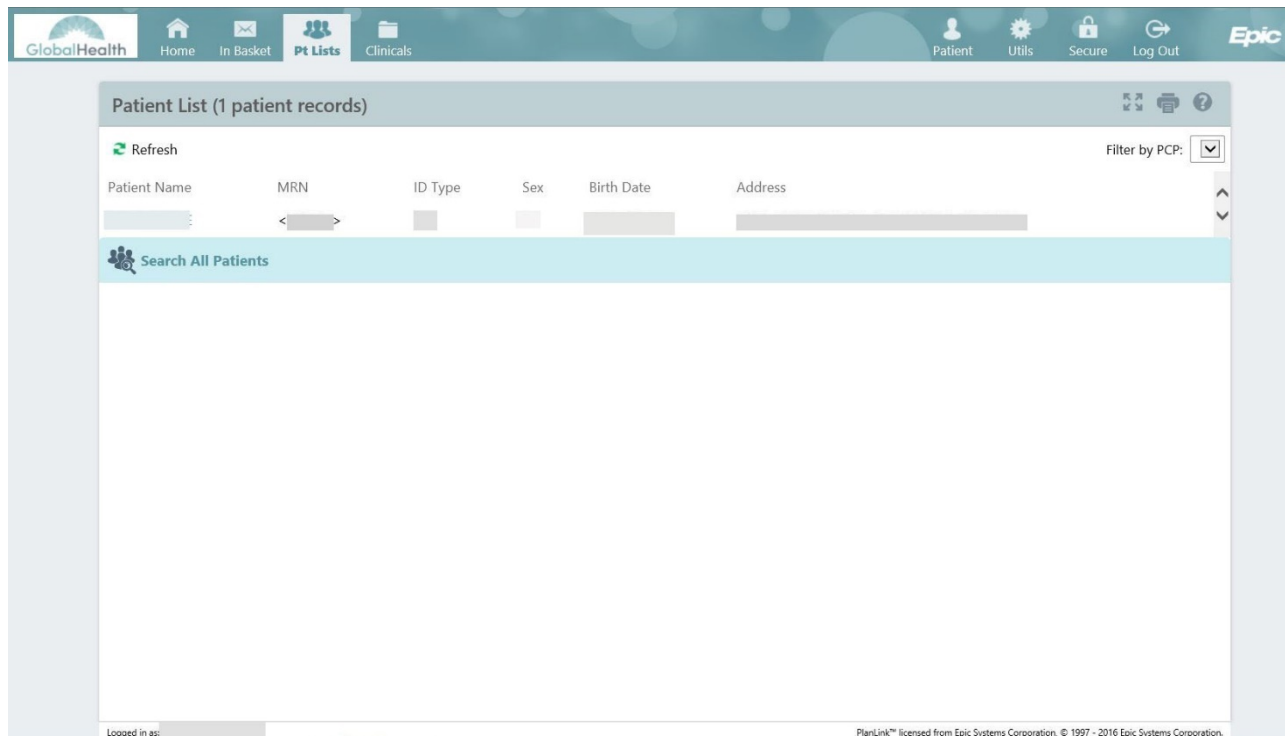



Viewing Patient Information

There are three primary ways to locate a patient, by using the patient list, the Patient Search feature, or by using “First Access.” To access the patient list, click the “Pt List” tab from the primary tab bar on any screen within GlobalLink. From this page users can view a list of the patients with referrals that the user is allowed to access.


The Patient List page has an alphabetical search index that works much like a phone book. Clicking a letter takes you to the first page that lists patients whose last names start with that letter. You can also use the First, Prev, Next, and Last links to navigate the pages.

Click a patient’s name to drill into the patient’s record.



If the patient whose chart you want to view is not on your patient list, you can gain access to that patient using Search All Patients. Click the Search All Patients to find additional patients. Search All Patients allows you to search for a patient record to which you do not currently have access. When you search for a patient record using Search All Patients, you must enter more information than you would for a normal patient search. Enter your search criteria and click  Search.

The screenshot displays the GlobalLink Patient Search interface. At the top, a teal navigation bar contains the GlobalHealth logo, a Home button, an In Basket button, a PT Lists button, a Clinicals button, and a toolbar with Patient, Utils, Secure, and Log Out buttons, followed by the Epic logo. On the left, a sidebar shows Patient Profile, Coverages & Benefits, and Referrals/Claims. The main content area is titled 'Patient Search' and features two tabs: 'Search My Patients' and 'Search All Patients'. Below these tabs is a 'Patient Select' section with input fields for Member ID, Sex (a dropdown menu), and Date of Birth. A Search button with a magnifying glass icon and a Clear button are positioned to the right of the input fields. The bottom of the screen shows a status bar with 'Logged in as: JEFFRIES, JENNIFER' on the left and 'PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation.' on the right.

To search for a specific patient, click the “Patient” button from the toolbar in the top right corner of the screen. Enter your search criteria (Name or Member ID Number) and click  Search. Most Member ID Numbers are 11 digits. Be sure to include all digits to ensure an accurate search.

Select ‘Recent’ to select the patient you most recently viewed. You may also use the Additional search criteria option to find a patient record.

GlobalHealth

Home

In Basket

Pt Lists

Clinicals

Patient

Utils

Secure

Log Out

Epic

Patient Profile

Referrals/Claims

Claim by Member

Claim Search

New Referral

Referral by Member

Referral Search

Remittance Advices

Patient Search

Search My Patients

Make this my default

Name or MRN:

Additional search criteria

My Patients

Recent

Patient Name	MRN	ID Type	Sex	Birth Date	Address
	< >				

Search All Patients

Verify Eligibility and Benefits

Drilling into the patient's record opens the patient detail screen. From the screen below, you will see the selected patient's information in the top banner. You can select Patient Profile and Referrals/Claims for this patient by clicking links within the portlet on the left side of the screen. To view Coverages & Benefits, click the Patient Profile link. The Coverages & Benefits link lists available coverages for the selected patient.

The screenshot displays the GlobalHealth patient detail screen. The top banner shows patient information: Member ID, Eff Dts, Group, Payor, and PCP. The left sidebar contains links for Patient Profile, Coverages & Benefits, and Referrals/Claims. The main content area is titled 'Coverages & Benefits' and includes a 'Coverages on File' section. This section has two tabs: 'Benefits Summary' (selected) and 'Coverage Detail Report'. Below the tabs is a table with columns: Payor/Plan, Eff. Date, Term. Date, Member ID, Employer Group, and Filing Order. The table shows one row with a radio button selected next to the Payor/Plan column. At the bottom, there is a 'Logged in as:' field and a copyright notice for PlanLink™.

Click the Payor/Plan hyperlink for a specific row to view more details related to the selected coverage. This would typically be the **Coverage ID** associated with GlobalHealth. You may select '**View all coverages on file**' to view all Benefits for the selected patient.

Working with Referrals

To create, print, or view a referral, the user must first locate and select a patient using the steps documented in the “Viewing Patient Information” section. From the patient detail screen, click “Referrals/Claims.”

GlobalHealth Home In Basket PT Lists Clinicals Patient Utils Secure Log Out Epic

Close patient record

Member: Eff Dts: Group: Payor: PCP:

Patient Profile

Referrals/Claims

- Claim by Member
- Claim Search
- New Referral
- Referral by Member**
- Referral Search
- Remittance Advices

Referral by Member

View Option: Show Active Referrals

Click on the referral ID to view more information about that referral


Search Results: 1 referrals found


ID	Payor	Referred By	Referred To	Status	Start Date	Expiration Date	Creation Date

Logged in as

PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation.


Writing a New Referral

To write a new referral, “click on New Referral” from the menu on the left-hand side of the page. Writing a new referral involves providing data on several screens. The first screen captures general information about the referral, such as the priority and the type of the referral. Required fields are noted by a .


Click  Next when you are finished entering the basic referral information. The next page is the Diagnoses Procedures page. This page allows you to enter a diagnosis and/or procedure information that you want to associate with the referral. You may also enter

comments concerning the diagnosis, the procedure, or the referral in general. You must enter information in the Diagnoses and the Procedures fields to proceed to the next step in the referral process. You may enter multiple diagnoses and procedures for a referral.

Select a specific diagnosis code for the patient by one of the following methods.

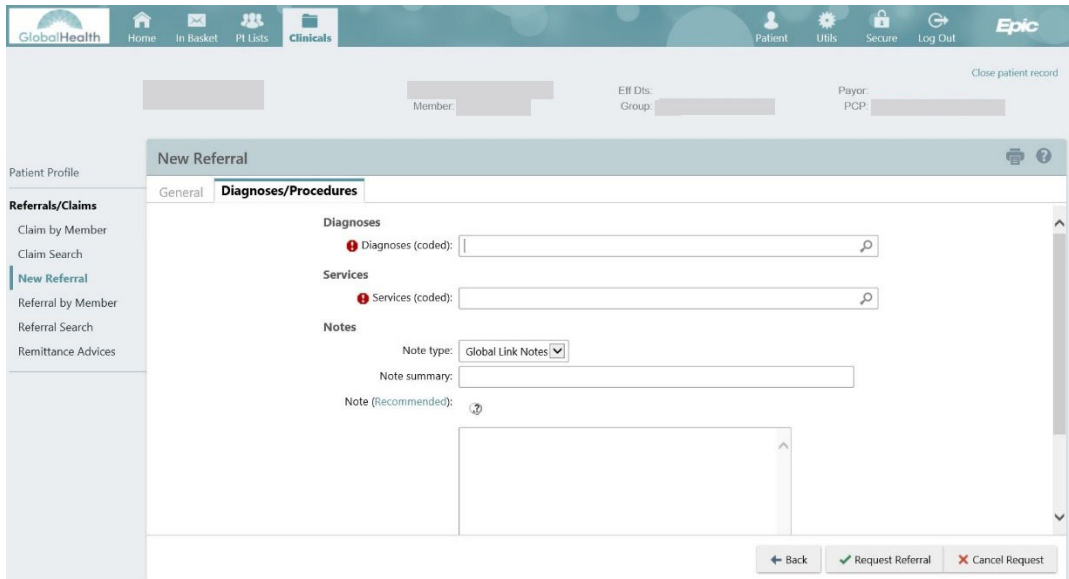
- ✓ Type in the specific diagnosis code
- ✓ Type in part of the diagnosis name or a key word (e.g., diabetes), which will pull up a matching list from which to select
- ✓ Click the  magnifying glass symbol for a selection list



Select a specific procedure code for the patient by one of the following methods. For procedures, make sure to enter a quantity.

- ✓ Type in the specific procedure code
- ✓ Type in part of the procedure name or a key word (e.g., cat scan, MRI), which will pull up a matching list from which to select
- ✓ Click the  magnifying glass symbol for a selection list



To add referral notes, click on **(Recommended)** to pre-fill the Note text box with template guidelines. Enter all relevant information for the referral to be authorized within the Note box. You may attach documentation (Medical records, MRI scan results, etc.) for further review. Allowed file types are PDF, JPEG, TIFF, TIF, and DOC.

Once complete, click  Request Referral.



The Referral Summary page provides an opportunity to review the referral. To send a message regarding this referral, click the  Referral Message button. To add a note, click  Add Note/Attachment.

The screenshot displays the 'Referral by Member' interface in the GlobalLink system. The top navigation bar includes 'GlobalHealth', 'Home', 'In Basket', 'PT Lists', 'Clinicals', 'Patient', 'Utils', 'Secure', 'Log Out', and the 'Epic' logo. The main content area is titled 'Referral by Member' and 'Referral Details'. It features a sidebar with 'Patient Profile' and 'Referrals/Claims' (including 'Claim by Member', 'Claim Search', 'New Referral', 'Referral by Member', 'Referral Search', and 'Remittance Advices'). The main form includes fields for 'Member', 'Eff Dts', 'Group', 'Payor', and 'PCP'. Below these are sections for 'Patient Information' (Patient Name, Sex, DOB, SSN), 'Patient Demographics' (Address, Phone), and 'Referral' (Referral #, Creation Date, Referral Status, Status Update). A 'Back' button is located at the bottom right. The footer shows 'Logged in as:' and 'PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation'.

To send a message to the GlobalHealth Utilization Management Department, click the  Referral Message button and enter **UM** into the “To” field, and select a Utilization Management representative (Kelly Butler or Julie Jakowski). This will send the message to that Utilization Management representative. Multiple representatives can be selected to receive the message. Fill in the “Subject” and “Note” fields and click  Send Message to complete.

GlobalHealth Home In Basket Pt Lists Clinicals Patient Utils Secure Log Out Epic

Close patient record

Referral Details ▸ New Referral Message

To: []

Subject: []

Patient: []

Referral: ID Referred By Referred To Status Start Expires

Note: []

Priority: ☐ High ☒ Routine ☐ Low

Send Message Cancel

Logged in as: [] PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation.

Viewing Referrals by Member

To review all referrals for a specific patient, click the “Referral by Member” link on the left side of the screen. By default, only the patient's active referrals are displayed. Active referrals include referrals that are new, open, authorized, or pending review. Select ‘Show All Referrals’ from the View Option tab at the top of the page to view all of the patient's referrals, including those that are closed, denied, and canceled. You may click on any Referral ID for referral summary. Data may be sorted by clicking the column headings.

The screenshot shows the 'Referral by Member' page in the GlobalLink interface. The top navigation bar includes 'Home', 'In Basket', 'PT Lists', 'Clinicals', 'Patient', 'Utils', 'Secure', 'Log Out', and the 'Epic' logo. The page header displays 'Member:', 'Eff Dts:', 'Group:', 'Payor:', and 'PCP:'. The main content area is titled 'Referral by Member' and 'Referral Details'. It includes a sidebar with 'Patient Profile' and 'Referrals/Claims' (Claim by Member, Claim Search, New Referral, Referral by Member, Referral Search, Remittance Advices). The main form has sections for 'Patient Information' (Patient Name, Sex, DOB, SSN), 'Patient Demographics' (Address, Phone), and 'Referral' (Referral #, Creation Date, Referral Status, Status Update). A 'Back' button is at the bottom right. The footer shows 'Logged in as:' and 'PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation.'

Viewing Referrals Search

Users may review all active referrals made to a particular provider over a given time period on the Referral Search page. Select search criteria including the Provider's name, Referral Status, Scheduling Status, and Creation Dates. Click the Search to view a referral summary.

The screenshot shows the 'Referral Search' page in the GlobalLink interface. The top navigation bar is the same as the previous page. The page header displays 'Referral Search'. The main content area includes a sidebar with 'Patient Profile' and 'Referrals/Claims' (Claim by Member, Claim Search, New Referral, Referral by Member, Referral Search, Remittance Advices). The main form has a 'Click the Search button to find referrals.' instruction. It includes search criteria sections: 'Incoming' and 'Outgoing' radio buttons; 'Provider' (a list of providers with checkboxes and a 'Select all' button); 'Referral Status' (a list of statuses with checkboxes and a 'Select all' button); 'Scheduling Status' (a list of statuses with checkboxes and a 'Select all' button); and 'Creation Dates' (a date range selector). A 'Search' button is at the bottom right. The footer shows 'Logged in as: JEFFRIES, JENNIFER' and 'PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation.'

Checking Claims Status

This feature allows providers to view the AP Claims that they are involved with for specific patients. Providers can view different types of information about their patients' AP Claims, such as claim number, service date, date that the claim was received, status of the claim, and a detailed report concerning the claim. Select Claim by Member and select a provider from the drop-down list to view claims for the selected provider.

The screenshot shows the 'Claims Inquiry' page in the GlobalLink system. The top navigation bar includes 'GlobalHealth', 'Home', 'In Basket', 'PT Lists', 'Clinicals', 'Patient', 'Utils', 'Secure', 'Log Out', and the 'Epic' logo. Below the navigation bar, there are input fields for 'Member:', 'Eff Dts:', 'Group:', 'Payor:', and 'PCP:'. A 'Close patient record' link is also present. The left sidebar shows the 'Patient Profile' section with a 'Referrals/Claims' menu. The main content area displays a table of claims with the following columns: Claim #, Svc Frm Dt, Clm Rcv Dt, and Status. A 'Select a Vendor' dropdown is located above the table. The table contains 12 rows of data, with the 4th row highlighted.

Claim #	Svc Frm Dt	Clm Rcv Dt	Status
			Check Mailed
			Check Mailed
			Check Mailed
			Check Mailed
			Check Mailed
			Check Mailed
			Check Mailed
			Denied
			Check Mailed
			Check Mailed
			Check Mailed
			Denied

Click on the Claim # to view detailed information for the claim. Scroll down the page to view all information.

Home
In Basket
Pt Lists
Clinicals
Patient
Utils
Secure
Log Out
Epic

Patient Profile
Claim(s) by Provider/Vendor ▶ Claim Review Report

Referrals/Claims
Claim by Member
Claim Search
New Referral
Referral by Member
Referral Search
Remittance Advices

Claim Totals

Total Billed	Patient Total	Net Payable	Interest	Penalty	Date Received	Service Date
260.00	0.00	0.00	0.00	0.00		

Physician

Vendor

Place of Service

Diagnoses

S83.231D (ICD-10-CM) - Complex tear of medial mensc, current injury, r knee, subs
M22.41 (ICD-10-CM) - Chondromalacia patellae, right knee
M25.561 (ICD-10-CM) - Pain in right knee

Procedures, Medications

Procedure/Medication	From Date	To Date	Quantity
97110 - THERAP PROC 1/> AREAS EA 15 MIN; EXERCISES CPT(R)			2
97112 - THERAP PROC 1/> AREAS EA 15 MIN; BALANCE/COORDIN CPT(R)			1
97140 - MANUAL THERAPY TECH 1/MORE REGIONS EA 15 MIN CPT(R)			1

Back

Claims may also be located by provider, vendor, or Claim ID. Click on the “Claim Search” link to open the Claim by Provider/Vendor page. The page provides filter criteria to filter claims by provider, vendor or Search by Claim ID. Leave the date fields blank to search for all records. Click on the Claim # to view detailed information for the claim. Scroll down the page to view all information.

[illegible]

Checking Remittance Advices

Search by Vendor

This feature allows providers to view the Remittance Advice for specific vendors. Select the vendor record linked to the User's access and provide a date range.

Remittance Advices

To search for remittance advices by vendor, select Search by Vendor and click Search. Leave the From and To Date fields empty in order to view the last 10 remittance advices, or select a specific date range for all remittance advices in that range. To search for remittance advices by check number, select Search by Check Number, enter a check number, and click Search. Click on any RA ID in the table of search results to view a detailed report.

☒ Search by Vendor
 ☐ Search by Check Number

Vendor:

From Date:

To Date:

RA ID	RA Date	RA Date Range	Total Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Search by Check Number

This feature allows providers to view the Remittance Advice for specific GlobalHealth check numbers. Enter the check number and select search to view the associated Remittance Advice report.

The screenshot shows the 'Remittance Advices' page. The top navigation bar includes 'GlobalHealth', 'Home', 'In Basket', 'Pt Lists', 'Clinicals', 'Patient', 'Utils', 'Secure', 'Log Out', and the 'Epic' logo. The left sidebar has 'Patient Profile' and 'Referrals/Claims' (with sub-links: Claim by Member, Claim Search, New Referral, Referral by Member, Referral Search, and Remittance Advices). The main content area is titled 'Remittance Advices' and contains instructions: 'To search for remittance advices by vendor, select Search by Vendor and click Search. Leave the From and To Date fields empty in order to view the last 10 remittance advices, or select a specific date range for all remittance advices in that range. To search for remittance advices by check number, select Search by Check Number, enter a check number, and click Search. Click on any RA ID in the table of search results to view a detailed report.' Below the instructions are radio buttons for 'Search by Vendor' and 'Search by Check Number' (which is selected). A 'Check Number:' input field and a 'Search' button are present. A table header is visible with columns: 'RA ID', 'Vendor', 'RA Date', 'RA Date Range', and 'Total Amount'. The footer shows 'Logged in as:' and 'PlanLink™ licensed from Epic Systems Corporation, © 1997 - 2016 Epic Systems Corporation.'

Utilities

The “Utilities” page offers the ability to perform administrative activities.



To access the utilities page, click the “Utils” button from the toolbar in the top right corner of the screen.

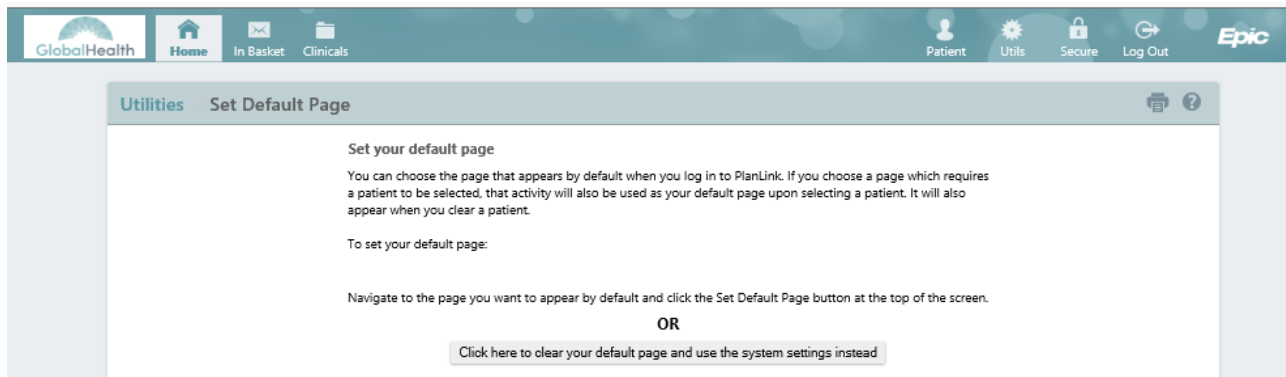
The screenshot shows the 'Utilities' page. The top navigation bar is the same as in the previous screenshot. The left sidebar is empty. The main content area is titled 'Utilities' and contains a 'User Settings' section with three links: 'Patient Selection Preferences' (with sub-text 'Specify the patient selection method that you would like to use by default.'), 'Set Default Page' (with sub-text 'Choose the page that appears by default when you log in or select a patient.'), and 'Manage My Clinic' (with sub-text 'View and update your clinic's users.').

Setting Your Start Page

To set your default start page, click the “Set Default Page” link from the Utilities page. From this page you may change the page that appears by default after logging in to GlobalLink.

If you choose a page that requires a patient to be selected, that activity is also used as your default page upon selecting a patient. It also appears when you close the patient. To set the default start page, navigate to the page you want to appear by default and click “Set Default Page” at the top of the banner.

To revert back to the standard system home page, click the “Click here to clear your default page and use the system settings instead” button, from the “Utils” page.



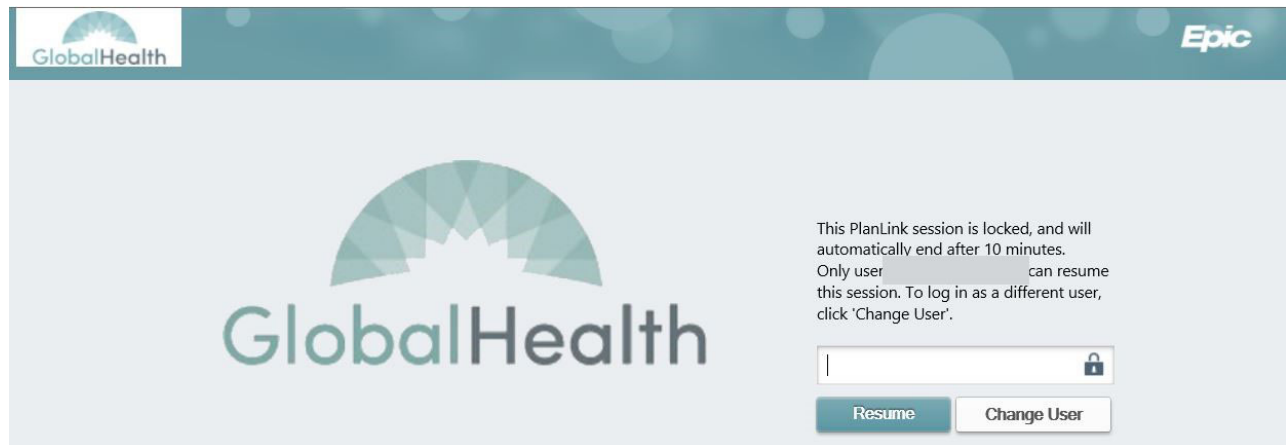
Securing Your Session

Securing your session allows you to lock your page for 10 minutes while you step away from your computer. This will lock your session until you are



ready to resume. To secure your session, click on the “Secure” button in the tool bar at top of page.

You may resume your session by entering your password. Sessions are secured for 10 minutes before your GlobalLink session is terminated and your browser is redirected to the login page.



Note: It is important to remember to log out of GlobalLink when your work is complete, rather than simply closing your web browser. You may logout of GlobalLink at any time by clicking the “Log Out” button in the top right corner of the GlobalLink toolbar. Logging out of GlobalLink should return your web browser to the GlobalLink login page. From this page, it is safe to close your web browser or navigate to another web site. For security reasons, you will be automatically logged out of GlobalLink after a period of inactivity.

FAQ

This frequently asked questions (FAQ) section outlines common questions.

Issue/Question	Answer/Resolution
Where do I obtain training on GlobalLink?	https://globalhealth.com/providers/globallink-provider-training/ to schedule virtual training via web conferencing.
How do I get a GlobalLink ID?	Visit www.globalhealth.com/globallink.aspx , and submit the request through 'Request a new GlobalLink Account' tab.
What if I have forgotten my password?	Send an email to Globallink.access@GlobalHealth.com giving your user ID, tax identification number and group NPI.
Can our organization use a shared ID?	No. HIPAA Access Control §164.312(a)(1) prevents shared user IDs.



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